OCIO PRODUCT SUPPORT PLAN

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A. Introduction and Purpose

The Office of the Chief Information Officer (OCIO) is in the process of standardizing the Department's computing environment to improve customer support and better manage the Information Technology (IT) environment. In order to facilitate this, a Product Support Plan (PSP) has been developed, describing the different categories and levels of OCIO support for the hardware and software components that comprise the current Education Network (EDNET) infrastructure. This PSP will enable the OCIO to provide quality service at reasonable costs.

The OCIO Product Support Plan will provide the customer with the EDNET standards, and procedures and information on only those products that are fully tested and integrated into the EDNET computer environment. The OCIO will also create a focused customer service workforce where personnel with the required skill sets can respond to the Department's end-users.

The following attachment of hardware, software, and applications is the beginning of OCIO's standardization process for the Department of Education (DoED). In addition, detailed configuration information will be made available to all the POCs for distribution to other subcontractors to ensure there is an understanding of the standards that are to be met for EDNET connectivity.

B. Clarification of Terms

Customer Support is defined by the following categories:

Functional Support - Knowledge necessary to guide an end-user in the proper and effective use of a software application or subsystem.

Operational Support - Knowledge necessary to install and maintain the operation of a software or hardware product/system within the EDNET environment.

C. Description of Categories

Category 1- Primary Support

The OCIO will provide:

--Priority installation, integration, and operational support for end users in response to
  Customer Service calls to meet repair/response times of the Office Automation Integrated
  Support Services (OAISS) Contract.
--Post-warranty maintenance.
--Standard configuration and change control management.
--End-user functional support with detailed understanding of product functions.
--Plan and implement revisions and upgrades.
--Provide systems administration for EDNET services.
--Provide the following systems operations support:
      - monitor server availability
      - periodic backups and restore as required.

Category 2- Secondary Support

The OCIO directly through a task order, or through a subcontractor will:

--Certification of new applications for EDNET use
--Installation and integration support.
--Certification of backup and restore procedures
--Provide the following systems operations support:
      - monitor server availability
      - periodic backups and restore as required.

--Provide end-user functional support with a detailed understanding of product
  functions.
--Procure and maintain full priority technical support from the vendor or Original
  Equipment Manufacturer (OEM) supplying the product.
--Provide end-user training.
--Systems administration, plan and implement software revisions and upgrades.

Category 3- Discontinued Support

An IT product that has reached the end of the last stage of the product's life cycle on the EDNET. The product will be totally unsupported by the OCIO after the discontinued date, and will not be allowed to operate on the network.

Criteria for determining discontinuence:

- does not meet the Department's IT PSP primary support requirements.
- age of product (based on the initial installation date of that model of equipment) and is no longer in current production, and can not operate in the current network environment.
- use and maintenance of product contributes to a costly information Technology Environment (ITE).
- product is not energy efficient as required by Executive Order # 12845.
- product poses a high risk to network environment.
- contractor can no longer furnish certification of maintainability and availability of spare parts by the OEM (or OEM's successor in interest) for an extended system life cycle of the product.
- product is in use without a license.

The OCIO will provide:

-- assign date to discontinued product.

D. Policy

--All software and hardware identified as Category 3 Discontinued Support will ONLY be supported until its scheduled removal date. If you are currently using the hardware or software identified in this category, we strongly recommend that you begin to transition to the hardware/software identified as Category 1 Primary Support.
--The OCIO will provide operational support, but will not be required to have a functional knowledge of applications identified in Category 2.
-- Principal Offices and their sub-contractors shall comply with the intent of the OCIO Product Support Plan.

E. Procedure

--Monitor all new hardware and software acquisitions to ensure that new purchases comply with the OCIO Product Support Plan.
--Distribute the OCIO Product Support Plan to other subcontractors to ensure there is an understanding of the specifications that are required to be met for EDNET connectivity
--Consult with the OCIO Customer Support Team.
--Distribute an updated OCIO Product Support Plan announcing new products and the dicontinuance of products with expiration dates, on a regular basis.

F. Product Selection Criteria

-- Functionality
-- Track record/product stability
-- Support/maintainability
-- Compatibility with current environment
-- Total cost of ownership
-- Specific programmatic receipts
-- Assessibility (binary considerations today)
-- User preference
-- Compliance with Executive Order # 12845

G.-OCIO EDNET Hardware & Software Product Overview

CATEGORY 1 SUPPORT *(Those IT products that have been adopted as agency standards that will receive the highest level of priority support.)*	CATEGORY 2 SUPPORT *(Those IT products that have not been adopted as agency standards that will require Principal Office assistance.)*	CATEGORY 3 SUPPORT *(Those IT products that will be minimally supported through their removal dates as indicated.)*
WORKSTATION HARDWARE: Compaq 486 16MB of RAM 500 Meg Hard Drive Y2K Compliant Compaq Prolinea 586/75 32MegRAM 420Meg IDE Hard Drive 3Com 3c509 Network Adapter Compaq Deskpro XL 5/75 32 Meg of RAM 535 Meg or 1.05Gig Hard Drive Integrated Netflex Network Adapters Dell 486/66 & above 16 Meg RAM 500 Meg Hard Drives 3Com3c509, Network Adapters Compaq Deskpro/M or XL Prolinea 16MegRAM 520 Meg Hard Drives Com 3c509 Networth, UB EOTP, orSMC	**WORKSTATION HARDWARE:** Zenith D510-486DX2 208Meg RAM 240-1GB Hard Drives 3Com 3c509,Networth, UB EOTP, or SMC PCI Network Adapters Award 60/MB 486, Pentium 601 MB Myles 486D2X66 471MB IBM 486DX66/100 757 MB Phoenix 486DX50, 486DX66, Pentium 404,1031, 2011MB American Meagatrend 80486DX33, IBM486DX33 757 MB	**WORKSTATION HARDWARE**: Zenith Z-386/16, Z-386/20 D510 IBM Value Point 486DX2 8MegRAM SMC Network Adapters (10/30/98) (c)zds 80386 40, 80, 200 MB **(10/30/98)**
WORKSTATION SOFTWARE: **ANTI-VIRUS** Norman Anti-Virus	**WORKSTATION SOFTWARE:** **ANTI-VIRUS**	**WORKSTATION SOFTWARE:** **ANTI-VIRUS**

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WORKSTATION OPERATING SYSTEMS: Windows95	**WORKSTATION OPERATING SYSTEMS:** Windows 3.1, 3.11 OS/2 1.3, 2.1z Windows NT 3.1, 3.5	**WORKSTATION OPERATING SYSTEMS:** LanManager OS/2, 2.1 OS/2 Desktop Windows for Workgroups(WFW) 3.11 **(Above products--10/30/98)**
ELECTRONIC MAIL: cc:Mail Windows 2.1, 2.2 cc:Mail Mobile	**ELECTRONIC MAIL:** cc:Mail Remote 3.10, 3.4 Wildcats (BBS from Mustang)	**ELECTRONIC MAIL:** cc:Mail DOS 4.02 **(10/30/98)**
INTERNET BROWSER: MS Explorer Netscape	**INTERNET BROWSER:**	**INTERNET BROWSER:** Mosaic 2.0 **(10/30/97)**
WORD PROCESSING: WordPerfect 6.1 Windows Microsoft Word 6.0	**WORD PROCESSING:**	**WORD PROCESSING:** XY Write WordPerfect 5.1 DOS **(Above products--10/30/98)**
DATA BASE: Microsoft Access Oracle	**DATABASE:** dBASE IV	**DATABASE:** Microsoft SQL Server 4.X ButtonFile WIN NET 1.0 Paradox 4.0 Clipper **(Above products--10/30/98)**
PROJECT MANAGEMENT: Time-Line	**PROJECT MANAGEMENT:** Microsoft Project 4.0	**PROJECT MANAGEMENT:**

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SPREADSHEET: Lotus 1-2-3 Windows	**SPREADSHEET:** Microsoft Excel 5.0	**SPREADSHEET:**
GRAPHICS: Freelance Graphics Windows Power Point 4.0	**GRAPHICS:** Harvard Graphics Windows	**GRAPHICS:** Auto CAD for Windows Aldus PageMaker **(Above products--10/30/98)**
GROUPWARE: TBD	**GROUPWARE:**	**GROUPWARE:**
COMMUNICATIONS: Lightspeed for Windows Attachmate EXTRA Attachmate Gateways	**COMMUNICATIONS:** Procomm Plus Windows Attachmate TCP Relay Gold TCPRO Softerm Modular Windows Freelance Office C for Windows	**COMMUNICATIONS:** Lexis/Nexis Windows 2.8 (10/30/97) Lexis/Nexis 2.7z (10/30/97) Relay Anywhere Windows 2.0 Relay Gold Windows Camelieon TPC Carbon Copy Windows 6.1 Frontier TCP KERMIT DOS 3.1 Quick Alert DOS Softerm DOS WFW 3.11 TCP VSCOM PC Anywhere Lightspeed for DOS **(Above products--10/30/98)**
		MENUING: LeMenu Saber Menu **(Above products--10/30/98)**

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NETWORK OPERATING SYSTEMS: Microsoft Windows NT Server 3.51 Cisco Internet Operating System (IOS) Network TeleSystem (NTS) TCP-Pro 1.4 MS TCP/IP 32 Microsoft OS/21.4 IBM OS/2 Warp Connect SUN OS 4.14 for SUN SUN Solaris 2.4 for X86 SUN Solaris 2.4 for SUN	**NETWORK OPERATING SYSTEMS:**	**NETWORK OPERATING SYSTEMS:** LanManager OS/2 2.1 OS/2Desktop Windows for Workgroups (WFW) Ungermann-Bass LAN Manager 2.2C Ungermann-Bass XNS 16.62 Network TeleSystem-(NTS)XNS 1.0 MS NetBEUI **(Above products--10/30/98)**
PRINT SERVERS: Prolinea 486DX/2 16MegRAM 1.05 GB Fast SCSI Hard Drive NetFlex EISA Network Adapter	**PRINT SERVERS:**	**PRINT SERVERS:**
SERVERS: Compaq ProSignia 486DX2 or Proliant 1000 or 1500 5/60 32MegRAM 443G Compaq Fast/Wide SCSI Hard Drives	**SERVERS:**	**SERVERS:**
PRINTERS: HP LaserJet IV HP LaserJet 5	**PRINTERS:** HP LaserJet III	**PRINTERS:** HP LaserJet II **(10/30/98)**

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PROTOCOL/PACKET ANALYZER AND REMOTE MONITORING AGENTS: Ungermann-Bass NetDetect ProTools Cornerstone Agent Protocol Foundation Manager Hewlett-Packard Inter net Advisor DSC LANStat Frontier NetScout for Unix	**PROTOCOL/PACKET ANALYZER AND REMOTE MONITORING AGENTS:**	**PROTOCOL/PACKET ANALYZER AND REMOTE MONITORING AGENTS:**

NETWORK MANAGEMENT:
 	
 Ungermann-Bass TCP/IP
 UB Networks TCP/IP NetDirector for
  Unix
 Wellfleet Site Manager
 MS Server Management-System
 NetDirector for OS/2
 Ungermann-Bass TCP/IP NetDirector
  for OS/2
 UB Networks TCP/IP
  Net-Director for OS/2WARP
 UB Networks TCP/IP Net-Director for
  Unix
 CornerStone Agent OS/2 13.2G
 Foundation Manager OS/2 1.3 3.2G
 Site Manager OS/2
 NetBios Name Server 1.0
	NETWORK MANAGEMENT:	**NETWORK MANAGEMENT:**
		
		 Netdirector OS-XNS 17.0
		 Quick Alert Dos
		 Ungermann-BassXNS Netdirector for
		 b OS/2
		 (Above products--10/30/98)

LAPTOP	**LAPTOP**	**LAPTOP**

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WANG WANG Operating System Release 7.50.2 Lightspeed for Windows 95 (32bit) Disk and Peripherals: --VS8460 --VS100		

WANG SYSTEMS:
(The following descriptions provide a general overview of the Department s Midrange Systems)
 	
SYSTEM-A:
 	
Primary Accounting System (PAS)
 Grants and Contracts
        Management System
(GCMS)
Production Batch Processing
Communications to external systems
    -Treasury
    - National Institute of
Health(NIH)
    -E-Systems
    - Lockheed-Martin
    - CDSI
    - National Finance Center (NFC)		

SYSTEM-B: PC Travel PC Purchase Historical Correspondence Control Data Communications to external systems - FMS Goal		

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SYSTEM-C: Test System Future access to the Grants and Contracts Management System (GCMS)		

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ORACLE APPLICATIONS: **Training Registration and Information System (TRAINS) -** *Used for registration and tracking of internal training and registration and payment of external training (linked to PC-PRCH for some users).* **Commom Audit Resolution System (CARS) -** *An application under the sponsorship of the OCFO for audit resolution status.* **Impact Aid System (IAS) -** *An Office of Management administrative (budgeting) system.* **Office Automation Equipment Inventory System(OEIS) -** *An office equipment inventory system sponsored by OCIO.* **HelpDesk Expert Automation Tool (HEAT)-** *Tracking System being shared by OCIO and QWG for their Customer Service Help Desks.* **General Performance Appraisal System (GPAS)-** *A Department-wide performance appraisal system.*		

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-Car pool Information -Low Hanging Apple Announcements -Re-engineeing Menu -Summary Legislative Actions -ED Strategic Plan -Education Foreign Language -Computer Select (CD-ROM) -FIRM/FAR (CD-ROM) -Premise (CD-ROM) -Support on Site (CD-ROM) -Taurus (CD-ROM) -ARP-CASH -ARP-STO -AT&T FTS 2000 Mail -Boeing BCS-MAC -Boeing SF-52 -CDSS -DECCS (CCM) -DLAM 9Direct Loan Appl. Mgt.) -DoxSys DMS -Edcentral -EDTRACKLAN Connection Database -Field Reader System -FOIA Tracking System -FMSS (i.e. FAR) -FPPS-SF52 -GAPS -HRMIS -MRMIS (Human Resources) -MIS -Impact Aid Program -OCIO Customer Service (Notes) -ITSD Tracking System		

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-Learning Network (TDC/OCIO) -Monarch processing for CASH -Monarch processing for STO/Multifund - ODE Customer Service (NOTES) -OHRA/PMS -OIIA Trip Information System -Other EPO Notes Apps -Parenting Bulletin Board -PARIS Applications -PEPS -ROMS -SPORT (NOTES) -TI Encyclopedia -TPPS -White House (NOTES) -Central Registry System (CRS)		